



# Virtual Improving the Operational Efficiency of your Council

Modernising processes, leveraging technology, and improving operations to achieve efficient organisational goals

Online | Wednesday, 3 February 2021



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## Agenda Overview

Advancing citizen expectations, ageing populations and global economic volatility have put pressure on governments to increase public service profit and expenditure value.

Improving organisational effectiveness is an increasingly core component of council reform, supporting progressive opportunities for cost savings through a process of innovation, standardisation and pooling of resources. In addition to abating costs, innovation is achievable by taking an integrated approach to a wide range of government services - including procurement, service delivery and corporate functions.

Whilst reviews of government production costs and productivity in OECD countries indicate that governments may be growing less efficient over time, councils are actively addressing the topic through the implementation of newborn practices, processes and technology usage throughout the multifarious areas of public service.

This event program, specifically developed for the NZ public sector, has a central basis of highlighting opportunities for improving and generating meaningful and sustainable gains. Covering important topics such as operational innovation, better capability to scale, improved measurement and greater use of management incentives.

## Speakers



**GARY KENT**   
Commissioner of Corporate Services,  
**City of Mississauga, CANADA**



**RICHARD BRIGGS**  
Chief Executive,  
**Hamilton City Council**



**DAWN BAXENDALE**  
CEO  
**Christchurch City Council**



**NADIA WEBSTER**  
Innovation Lead - Smart Council,  
**Wellington City Council**





**MANISHA JOSHI**  
Head of Enterprise Data & BI,  
**Environment Canterbury Regional Council**





**SARAH GARDNER**  
Chief Executive Officer,  
**Otago Regional Council**

## Reasons to Attend

Learn about operational transformation opportunities, threats and challenges 

Explore methods for attaining a holistic and interconnected council network 

Overcome resistance to creating a culture that fosters active change 

Further integrate processes to improve customer experience for your citizens 





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## Agenda

09.00am	Welcome from PSN
09.10am	<b>Chair Opening</b> Building a future framework for OPEX Sarah Gardner, <i>Chief Executive Officer, Otago Regional Council</i>
09.20am	<b>International Keynote</b> <b>Operational excellence</b> <ul style="list-style-type: none"> <li>Identifying beneficial improvements to boost efficiency, cut waste and create sustainable change</li> <li>Aligning people, processes, data and technology</li> </ul> Gary Kent, <i>Commissioner of Corporate Services, City of Mississauga, Canada</i>
09.35am	<b>Government Case Study</b> <b>Providing leadership and specialist strategic direction</b> <ul style="list-style-type: none"> <li>Best strategy practice, and approaches to building a vision that leads to improvement and transformation</li> <li>Initiating local government reform through innovative workplace incentives</li> </ul> Dawn Baxendale, <i>CEO, Christchurch City Council</i>
09.50am	<b>Government Case Study</b> <b>Delivering efficiency and effectiveness through improving process</b> <ul style="list-style-type: none"> <li>Enhancing the innovation and integration of government services</li> <li>Comparing inputs, outputs and quality to identify improvements and implement efficiency insights</li> </ul> Nadia Webster, <i>Innovation Lead - Smart Council, Wellington City Council</i>
10.05am	Break

10.10am	<b>Panel Discussion</b> <b>Achieving holistic transformation: tying in people, process, and technology to drive efficiency and citizen-centricity</b> <ul style="list-style-type: none"> <li>Making use of data to generate operational efficiencies and innovation</li> <li>Recognising the importance of transformational leadership: managing people, culture and change to drive forward your efficiency agenda</li> <li>Considering collaboration, diversity and anecdotal idea sharing to leverage other council approaches</li> </ul> <b>Panel Facilitator: Sarah Gardner, Chief Executive Officer, Otago Regional Council</b> <b>Richard Briggs, Chief Executive, Hamilton City Council</b> <b>Manisha Joshi, Head of Enterprise Data &amp; BI, Enviro Canterbury Regional Council</b>
10.40am	End of session

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